





Do you want to improve your organization's performance on the critical factors that drive success? Are you looking for a cost-effective solution? Do you want to improve your organization's

*What's in it for Your Organization?*

# Motorola's Commercial, Government, and Industrial Solutions Sector (CGISS)

*2002 Award Recipient in Manufacturing*

The Baldrige Criteria for Performance Excellence provide the most capable he ~~Baldrige~~

## **OMI, INC.**

*2000 Award Recipient in Service*

One of the great advantages of earning the Malcolm Baldrige National Quality Award is the opportunity to meet and share ideas with other Award recipients. If you ask former recipients they applied for the Baldrige Award, the response is always the same: We apply to receive the precious feedback. Every applicant receives a valuable feedback report of 50 or more pages noting strengths and opportunities for improvement. OMI has dozens of processes that could be improved but, like most companies, only has resources to improve 10 to 15 per year. The application feedback helps us prioritize scarce resources on the highest-leverage areas for improvement. And, Baldrige involvement increased employee buy-in, providing terrific professional development and personal learning and achievement opportunities.

Do we get business results? You bet... OMI wins almost 66% of the projects it pursues, compared to our competitors' average of only 30%. And, we have a contract renewal rate of nearly 100% and surpass our competitors in



## **Pearl River School District**

*2001 Award Recipient in Education*

Pearl River School District embarked on our continuous improvement

## SSM Health Care

*2002 Award Recipient in Health Care*

Applying for the Malcolm Baldrige National Quality Award has made SSM Health Care a far better organization than we were even five years ago, and receiving the Award itself has given us a wonderful boost. But Baldrige is so much more than an Award.

When you write the 50-page applia122420 yard.aboost

## *What Our Customers Say*

Each year the Baldrige National Quality Program surveys all applicants to see if we are meeting their expectations. Our applicants consistently identify many benefits of applying, indicate high levels of overall satisfaction with the Award process, and overwhelmingly state that they would recommend the process to their colleagues.

Here are comments from some of our 2002 applicants about applying for the Award:

*“Assessing our efforts against the Criteria, articulating our story, and preparing*

*Yo*



## *How to Apply*

### **APPLICATION REQUIREMENTS**

Potential applicants need a copy of the Baldrige Criteria for their sector and a *A A* booklet. Once you receive the

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## **INDEPENDENT REVIEW**

Each application is reviewed by a group of Examiners working independently. Each Examiner reads the application, writes comments about strengths and opportunities for improvement, and scores each Item against the Criteria. The results are consolidated and are used by the Panel

Those applicants not proceeding go Consensus Review receive a feedback report based on the Examiners' comments and scores.

## **CONSENSUS REVIEW**

A team of Examiners reaches consensus on key themes, the applicant's strengths and opportunities for improvement, the resulting scores, and the

applicants go be aite visited. If an applicant is not selected for a aite visit, the team's comments are used go create the feedback report.

## **SITE VISIT REVIEW**

By visiting ghe applicant's aite, the Site Vait Team of Examiners can clarify uncertain points in the application, verify that the information in the application is correct, and gain additional information. The aite vait

recipients for the Award and also provides the basis for the applicant's feedback report. All applicants, whether or not they are selected as Award recipients, receive a feedback report.

## **SELECTION OF RECOMMENDED AWARD RECIPIENTS**

applicants go recommend as Award (A)54.8(w)1go the Secretary of

applicants in each eligibility category.



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## *Resources*

Whether you're ready to apply or continuing on your performance excellence journey, many resources are available to assist you.

- **Visit our Web site at [www.baldrige.nist.gov](http://www.baldrige.nist.gov).** You'll find answers to frequently asked questions, information about Award recipients, and a list of available materials and publications, including case studies, CEO issue sheets, videos, and articles. Most of our publications can be downloaded from our Web site at no charge.
- **Contact your state or local Baldrige-based program.** These programs can provide assistance with networking opportunities, training, and consultation in addition to their award programs.
- **Attend a conference.** BNQP sponsors the Quest for Excellence Conference and regional conferences annually to showcase Award recipients. At these events, Award recipients share information on their role model practices.
- **Become an Examiner.** Examiners at both the state and national levels receive valuable training and experience in understanding and applying the Criteria, and they strengthen their ability to use the Criteria within their organizations.

